

**SOLICITATION NUMBER: 35029
NATIONAL MEDICAL SUPPORT NOTICE
AMENDMENT NUMBER...: 01**

THE BID OPENING DATE IS REVISED TO 2/14/03 AT 2:00 PM
ANSWERS TO PREBID QUESTIONS WILL BE E-MAILED SHORTLY
FAMILYCARE PACKETS ARE BEING MAILED.

Mandatory Prebid Conference Q&A

Questions submitted by Policy Studies, Inc.

Q1. RFP page 9, section 3.1.1, and page 41, Attachment I,
Do the 600 daily income withholdings only include those with a verified employer or verified self-employed, or do they also include verified unemployment and verified receipt of social security benefits?

The 600 daily income withholdings include verified employer and verified receipt of social security benefits.

Q2. RFP, page 9, section 3.1.1: Will this project be only prospective (i.e., new income withholdings) or will the vendor be required to process NMSNs for all cases with a verified employer currently on ACSES?

Yes, this project is only prospective.

Q3. RFP page 9, Section 3.1.3: May the contractor modify Part A and Part B to include a unique identifier (e.g. barcode)?

No. The Part A and B of the NMSN may not be modified.

Q4. RFP page 9, Section 3.1.3: Is it permissible to have employers/Plan Administrators complete the NMSN forms online?

Yes, it is permissible to send and receive the NMSN electronically when the employer requests it in that format.

Q5. RFP page 9, Section 3.1.3: If electronic is permissible, can the directions be condensed, and can the areas for employer information be modified to include constrained handwriting areas?

The verbiage can not be changed, however, the font size can be made smaller as long as the text is legible.

Q6. RFP page 9, Section 3.1.3: In the instructions on the NMSN, there are a “Limitations on Withholding” section and a “Priority of Withholding” section. Will the information for this section be static or will it change depending on the case?

Information will be static.

Q7. RFP page 10, Section 3.1.4 and page 17, Section 3.3.8: Is it a requirement to provide remote access for the State and local offices for retrieval of images? If so, please provide answers to the following questions:

- a) What is the standard Web browser across all areas, at local levels?
- b) Is the 24-hour fax requirement based upon the need for alternative distribution methods in the event of downtime from the imaging system?
- c) How many users do you anticipate accessing the system? How many concurrent users do you anticipate accessing the system?
- d) Who will provide the data line and equipment expenses (e.g. router, firewall)?
- e) Who is responsible for assigning user names and passwords for imaging system access – DFD, the State Project Manager, or the vendor?

Yes, remote access will be required.

a) DHS is in the process of transitioning from Netscape Navigator to Microsoft's Internet Explorer (IE). The vendor should ensure that the application is compatible with all versions of IE from 5.5 up to and including the latest release

b) The 24-hour fax requirement will be effective when a worker can not access the imaging system for any reason.

c) 2,200 child support workers will have access to the system. An estimated 100 concurrent users maximum.

d)) All costs associated with establishing and maintaining two communication lines will be the responsibility of the vendor. That responsibility also includes ensuring that the line speed is capable of handling the traffic (see question nine (9) regarding response times). One line will go to the DHS computer room at Capitol Place 1 and the other to OIT at the HUB.

e) The contractor will be responsible for assigning user names and passwords for imaging system access.

Q8. RFP page 11, Section 3.2.1, Processing the NMSN: Must the vendor include first class, business reply mailers for use by the employers and plan administrators?

No.

Q9. RFP page 11, Section 3.1.7, Mailing of NMSN and page 11, Section 3.2.1, Processing the NMSN: This section notes that instructions on NMSN submission and other information material shall be mailed out 1st class within 1 business day of the customer's request. Does this also require the contractor to mail NMSNs to employers on a daily basis via first class mail? In addition, can the NMSN be folded for mailing in a letter-sized envelope?

Yes. The contractor would be required to mail NMSNs to employers on a daily basis via first class mail. Yes, NMSN can be folded for mailing.

Q10. RFP page 11, Section 3.2.3, Processing the NMSN: The RFP states the "contractor shall notify the custodial parent, via telephone..." Where does the contractor obtain the CP telephone number since it is not part of extract to vendor on Attachment 1? If the contractor determines that the CP telephone number is no longer in use, should this information be updated on the NMSN database? What is the contractor's responsibility for follow-up if the telephone has been disconnected?

We will add the custodial parent's telephone number to the file layout and when available on ACSES, it will be provided. If it isn't available on ACSES, the contractor must attempt to find the number through directory assistance or the Internet or other means. If the telephone is not in use, the information must be

updated on the NMSN database and the contractor must attempt to contact the custodial parent via regular mail.

Q11. RFP page 12, Section 3.2.4: The NMSN directions require the Plan Administrator to forward insurance cards to the insured, but the RFP indicates that the contractor should do so. Does the contractor's responsibility arise only in cases where the Plan Administrator forwards the cards to the contractor, or should the contractor act as the intermediary for all insurance cards?

The contractor's responsibility arises only in cases where the Plan Administrator forwards the cards to the contractor.

Q12. RFP page 9, Section 3.1.1 and page 16, Section 3.3.3: Should we assume that the file transfer will be performed on the State's dedicated private network?

The State of NJ thru OIT will initiate all FTP activity (puts or gets) via FTP/SSL servers. The vendor will be required to install and maintain a secure FTP server to receive file transfers.

Q13. RFP page 9, Section 3.1.1 and page 16, Section 3.3.3: Who will provide the FTP host server for the FTP files?

The State of NJ thru OIT will initiate all FTP activity (puts or gets) via FTP/SSL servers. The vendor will be required to install and maintain a secure FTP server to receive file transfers.

Q14. RFP page 16, Section 3.3.7 and page 17, Section 3.4.1: Should all original parts A and B be shredded within 30 business days of imaging or should the vendor act as repository for the original Parts A and B?

Once the contractor has imaged the original parts A and B and has verified that the imaged document is on the imaging system and is legible, the contractor may shred the original Parts A and B within 30 days of imaging.

Q15. RFP page 17, Section 3.4.2 and Price lines 4-6: is the State or the contractor responsible for the mailing costs – including initial mailing of NMSN, follow-up, and outreach – associated with the NMSN?

The contractor is responsible for all mailing, follow-up and outreach costs.

Q16. RFP page 18, Section 3.5.2: Is the State or the contractor responsible for the costs of printing/replication of outreach materials?

**The contractor is responsible for development and distribution of the materials.
The State is responsible for the printing of outreach materials.**

Q17. RFP page 22, Section 3.10.1: Will the Medical Support Facilitator be required to attend all establishment hearings or just modification hearings?

The Medical Support Facilitator will be required to attend all establishment and modification hearings.

Q18. RFP page 22, Section 3.10.1: Medical Support Review and Adjustment Pilot Program: Does this pilot apply to new cases as well as review & adjustment cases?

The pilot will apply to new cases as well as review and adjustment cases.

Q19. RFP page 28, Section 4.4.2.8, Proposed Software: How should “off the shelf”/third party software be reflected in the cost section of the proposal?

It should be reflected in the contractor’s development costs.

Q20. RFP page 28, Section 4.4.2.8, Proposed Software: Is there existing Oracle licensing that can be utilized for this project?

The vendor will be responsible for licensing costs relative to any Oracle database maintained on their servers at their site. Since users will be accessing the entire system via a web browser, there is no Oracle licensing issue for the users.

Q21. RFP page 33, Section 5.11, Ownership of Material: Will “off the shelf”/third party software used in the NMSN operation become under the ownership of the State? If so:

- a) Should the licensing be purchased in the State's name?
- b) Should the vendor purchase a three-year maintenance contract?

a) **Yes**

b) **Yes**

Q22. Price Lines 4-6: Should price lines 4 to 6 reflect a price for each processed NMSN? If so, what constitutes a processed NMSN? Two examples follow:

Can a case be counted as processed when all follow-up efforts have occurred (telephone, letter, & referral to State) and a Part A or Part B is not returned?

Can a case be counted as processed where follow-up efforts with a non-compliant employer produce the information necessary to complete the Part A, but the employer refuses to send the original document?

Yes, price lines 4 to 6 should reflect the price for each processed NMSN. A NMSN will be counted as processed when a Part A or Part B is completed. If a Part A or B is completed as the result of follow-up efforts, that Part A or B will be considered a processed NMSN even when the employer refuses to return the original document.

Q23. Price Line 9: Should price line 9 be left blank or should n/a be indicated on the price line or should the vendor supply the labor rates on the price line?

Leave blank and attach a list of all titles and labor rates that may be utilized.

Questions Submitted By Software International, Inc.

Pg 9. Section 3.1.1

Q 1: What is part A & part B on NMSN. How can we distinguish amongst these?

Please refer to OCSE-AT-01-02 dated January 8, 2001. Copy of which was provided at bidders conference.

Q 2: What do you mean by generating an NMSN? Please explain if NMSN consists of Attachment I & II.

Generating the NMSN means producing it and mailing it to the appropriate employer. The Automated Child Support Enforcement System (ACSES) will produce a file of the information contained in Attachment I. This information will be used to populate the data on the NMSN for each individual case.

Attachment II is the file layout for transmitting data received from the employer or health plan administrator back to the Automated Child Support Enforcement System and the Division of Medical Assistance and Health Services.

Q 3: Can an Operation center & an Imaging center exist at one location?

Yes

Q 4: What is the difference between custodial parent & non-custodial parent? Please give details.

Custodial Parent is the parent with whom the children reside and has primary custody.

Non-custodial parent is the parent who is required to pay child support and may be required to provide medical support.

Q 5: Does the electronic file sent by OIT to the contractor, show that it covers Health Care for custodial parent or non-custodial parent?

No, it identifies cases where the NMSN needs to be produced and mailed.

Q 6: What is the relationship between the Employer & custodial & non-custodial parent?

The employer is where the non-custodial parent is working and who will enroll the children in a health plan.

Pg 10. Section 3.1.5

Q 7: Who will provide the database pertaining to the Employers & Health Care administrators to the contractor?

The Contractor is required to establish a database based on information provided in response to the NMSN.

Pg 10. Section 3.1.7

Q 8: What is a typical call duration?

A simple call estimate 3 – 5 minutes. A more complex call could be 15 – 20 minutes.

Pg 11. Section 3.2

Q 9: How many NMSNs are estimated to be processed in a day?

600

Pg 13. Section 3.2.6

Kindly elaborate on this entire section.

Due to the confidentiality requirements and the need to ensure adequate controls are in place in cases where there is a history of Domestic Violence the State will not initially require that the contractor produce and mail a NMSN on these cases. However the Contractor will be required to work with the State in developing a plan and procedures that will ensure that federal and state confidentiality requirements are adhered to.

Pg 14. Section 3.2.10

Q 10: How did you arrive at 10 weeks project implementation time frame?

It was an estimate based on other similar projects we have implemented.

Pg 44. Attachment 3

Statement - Within 1 business day of receipt the contractor will contact the custodial parent, when a NMSN indicates that insurance is not available through the non-custodial parent employer. Please explain the relation between custodial & non-custodial parent in the above mentioned statement.

The custodial parent is the parent with primary care for the children and the non-custodial parent is the one that has been ordered by the court to provide child support and medical support for the children. The custodial parent needs to know that medical support is not available for the children.

NMSN RFP Questions Submitted by Health Management Systems

Q1. Is there a missing word in the first sentence on Section 3.1.1 ("?on each ACSES case in which an ____ or medical support is entered?")? [This is located at the end of the 4th line of text.]

The text has been corrected and a revised copy was provided at the bidder's conference. The text now reads "...on each ACSES case in which and order for medical support is entered ...".

Q2. Are any of Scope of Work activities described in Section 3.0 currently being performed by state or contracted staff?

No

Q3. What is current population of children and cases where a medical support order is entered, and the employer is known (complete information, including address) or the non-custodial parent is self-employed?

There are 150,275 cases where medical support is ordered. It is unknown as to those where the employer is known or the NCP is self-employed.

Q4. How current is the employer information on the ACSES system? Is this information verified?

The NSMN will only be sent when the employer has been verified.

Q5. On Attachment I, what does the field labeled "TPL Code" represent?

The field represents Third Party Liability.

6. Regarding the pilot program described in Section 3.10, is the contractor expected to incur the costs for a Medical Support Facilitator?

Yes.

PUBLIC CONSULTING GROUP

1. Page 9 section 3.1.1 – How many children and cases are currently active on the IV-D child support file?

354,844 children as of 9/30/02

340,178 cases as of 9/30/02

2. Page 9 section 3.1.1 - Requires NMSN Operations and imaging center within 10 mile radius of OCSPP's office. Can bidder offer alternative cost structure for alternative Operations Center not located in NJ?

No.

3. Page 9 section 3.1.1 - Requires NMSN Operations and Imaging center to be co-located, but section 3.1.7 does not require the call center to be co-located with the Operations center. Will this be a requirement?

Yes.

4. Page 9 sections 3.1.3 – Does the IV-D agency currently send medical support enforcement notices?

Yes, however this process will replace what is currently sent with the National Medical Support Notice.

5. Page 9 section 3.1.3 – Does the IV-D file contain a Medical Support Order indicator and is it populated? If populated, how many dependents have active medical support orders?

Yes, the IV-D file does contain a Medical Support Order indicator and it is populated.

150,275 cases have medical support ordered. The number of dependents is unknown.

6. Page 10 section 3.1.4 – What is the estimated volume of requests the contractor will receive for providing a copy of the imaged NMSN within one business day?

Actual number is unknown but is estimated to be less than 100 per day.

7. Pages 11 and 12 section 3.2.3 - How will agency plan to provide contractor with the most current CP phone number?

We will add the custodial parent's telephone number to the file layout and when available on ACSES, it will be provided.

Will contractor have on-line access to ACSES to assist in determine most current CP phone number?

No.

If CP has no current phone number reported on ACSES or contractor has not been able to contact CP by phone, will a letter be sufficient to meet the requirements?

Yes.

8. Page 12 section 3.2.3 – Will the Division provide training or script to contractor’s staff regarding the discussion with custodial parents to whom a FamilyCare enrollment packet was mailed?

Yes, the Division will provide training to contractor’s staff regarding the FamilyCare enrollment packet.

9. Page 12 section 3.2.3 - Does the Child Support Agency currently send Family Care packets to child support cases? If so, what are the average monthly mailings? If not what is the anticipated number of mailings the Child Support Agency expects contractor to send?

No. Generally, the Division of Medical Assistance and Health Services is responsible for sending out Family Care Packets. However, in cases where medical insurance is unavailable through the employer, the contractor will be responsible for providing the custodial parent with information regarding Family Care and sending out a packet. We estimate that the contractor will be sending out under 100 packets per month.

10. Page 17 section 3.4.1 - Please clarify the following conflicting statements "The contractor shall shred the original Part A or B of the NMSN 30 business days after the document has been imaged" to last paragraph in same section; "The contractor shall maintain a repository of the **original** imaged document in compliance with the records retention schedule specified under NJAC 10:110-20.2 and 45 CFR 303.11(d).

Once the contractor has imaged the original parts A and B and has verified that the imaged document is on the imaging system and is legible, the contractor may shred the original Parts A and B within 30 days of imaging.

11. Page 22 section 3.10.2 - Will the contractor be responsible for providing the Medical support facilitator or will that be the responsibility of the pilot county?

The Contractor will be responsible for providing the Medical support facilitator.

12. Does the scope of work here include the Medical Support Enforcement piece for the National Medical Support Notice for medicaid recipients currently being done under OMB's Revenue Maximization contract?

No. The scope to this work is to ensure federal compliance with the issuance of the National Medical Support Notice.

NMSN RFP Questions Submitted by Systems and Methods, Inc.

Q1. Will the state consider paying all postage expenses as a pass through or is the vendor to include postage in their cost? We have found that it helps to lower the state's cost if the state pays postage expenses as a pass-through, instead of the vendor including the cost of postage within their price, because if the vendor must include postage they must estimate postage increases which tends to drive up the price.

The contractor will be expected to include postage in their costs.

Q2. Section 1.1.3, Please clarify the requirement for experience in public and private health care **financing** programs.

The contractor is expected to have an understanding of and experience working with the public and private health care system such as Medicaid, FamilyCare, Cobra and be familiar with the processes necessary for the operations of public health agencies and private health insurance companies.

Q3. Section 3.1.1, Will the daily file be received 7 days a week or will it be received 5 days per week? If it will be received 5 days per week, will it be received Monday through Friday or will it be received Tuesday through Saturday?

The weekly file will be received 5 days per week, Monday through Friday with the exception of state holidays and scheduled ACSES down days.

Q4. Section 3.1.1, Is there a one to one relationship between the number of Income Withholding Notices generated and the anticipated number of NMSN's to be generated? If not, how many NMSN's are anticipated to be generated daily? Please provide a breakdown of the number expected by day of week.

Yes.

Q5. Section 3.1.4, How many IV-D entities would be authorized to request a fax? What is the anticipated volume of fax requests?

There are 65 IV-D entities authorized to request a fax. However, remote access to all child support workers is required so faxes will be used only as a back-up when the Imaging System experiences downtime or for some reason a child support worker can not access the system. Therefore the volume of fax requests is expected to be minimal.

Q6. Section 3.1.4, If the IV-D entities were provided access to the images through the internet, could that be substituted for the requirement to fax the image?

Faxing will be used as a back-up only when a worker can not access the imaging system for any reason.

Q7. Section 3.1.7, Please provide the name of the NMSN call center with a similar number of Income Withholding Statements that was used to provide the estimate on the number of calls that may be received.

The San Antonio, Texas IV-D call center was surveyed. Contact personnel are Ernesto Vasquez, Regional Administrator, at 210/804-6403 or Philip Bochniak, Call Center Manager, at 210/930-8480.

Q8. Section 3.2.1, Is the Privacy Safeguard field on the file layout from ACSES to the Contractor the field that will alert the contractor that domestic violence is an issue? If not, which field on the file provides this information?

Yes.

Q9. Section 3.2.2, Will the State own the post office box?

No. The contractor should obtain the PO Box.

Q10. Section 3.2.3, Please provide a sample of the FamilyCare enrollment package.

A sample of the FamilyCare enrollment package will be sent with the addendum to the RFP.

Q11. Section 3.2.3, For purposes of this RFP, is a business day defined as Monday through Friday?

Yes. A business day is Monday through Friday with the exception of state holidays and scheduled ACSES down days.

Q12. Section 3.2.7, What is the earliest and latest time that the contractor can send the file to ACSES each day?

The file must be sent to ACSES by 6:00p.m. daily. Only one file may be sent each day.

Q13. Section 3.2.10.1, The Implementation plan of 10 weeks includes 2 weeks for the project plan. Please confirm that this 10-week period begins on 4/1/03 and that the actual date the NMSM Operation Center would start processing would be 10 weeks from 4/1/03.

The Implementation Plan of 10 weeks does include 2 weeks for the Project Plan. The 10 week period begins on the date that the contract is signed.

Q14. Section 3.3.2, Are all servers required to contain mirrored drives?

The vendor should take all necessary precautions to ensure service is uninterrupted during operational hours. The vendor must provide information on their backup and their disaster recovery plans as well as the equipment and processes that will be in place to accomplish backup and disaster recovery.

Q15. Section 3.3.5, How many major employers are in ACSES?

There are 340,178 cases in ACSES however the number of major employers is unknown.

Q16. Section 3.8.2. This section states that the NMSN Operations Center must be located within a 10 mile radius of the IV-D Agency's Office in Hamilton, Mercer County, New Jersey. Page 9 states the center must be located within a 10 mile radius of the of the OCSPP's office in Mercerville, New Jersey. Please clarify

Mercerville is a town within Hamilton Township. The IV-D Agency's Office is located at 5 Quakerbridge Plaza in the town of Mercerville within the township of Hamilton. Both references refer to the same site location.

Q17. Section 3.8.3, Can additional experience be substituted for the master's degree requirement?

Yes. Three years of experience may be substituted for a master's degree. Therefore, it is required that a Project Director, who does not have a master's degree, have at a minimum, eight years experience in the management of public service programs of which at least two have been in health care systems or the child support program.

Q18. Section 3.10, Please clarify when the pilot programs will begin? Will the implementation date be the same as the implementation date of the center?

At this time, the State does not have an anticipated start date for the pilot program. Therefore the implementation date of the pilot program will not be the same as the implementation date of the center.

Q19. Section 3.10.2 How many hearing days will be scheduled per week or month in each of the pilot jurisdictions?

As of yet, the State has not determined which counties will be involved in the pilot program so a definitive number of days can not be provided. However, even though counties differ, on an average three to four days a week are scheduled hearing days.

Q20. Section 8, The RFP states, “Provide a detailed listing of titles and hourly rates to be used for additional work (Section 5.22/Price Line #9).” Does this apply at this time or would this be provided if the successful contractor was later asked to do additional work?

The contractor must submit an attachment listing titles and hourly rates with the proposal. If once awarded, it was determined that work in addition to that outlined in the RFP was necessary to the success of the program, the contractor would be compensated for the additional work using the rates provided.

NMSN RFP Questions Submitted by Systems Research and Development, Inc.

Q1. RFP cover sheet – requirements #7, #11, and #12 Does advance filing of an Ownership Disclosure, Affirmative Action Form, and MacBride Principles Certification satisfy these bid requirements or must they be resubmitted?

It is recommended that current responses to all such requirements be submitted with the bid. The specific requirements are as follows:

Ownership Disclosure IV 1.6 Standard Terms and Conditions: Contracts for any work, goods or services cannot be issued to any corporation or partnership unless prior to or at the time of the bid submission the bidder has disclosed the names and addresses of all its owners holding 10% or more ownership of the corporation or partnership's stock or interest. Refer to N.J.S.A. 52.25-24.2.

Section 4.4.1.1 of the Special Terms and Conditions: In the event the bidder is a corporation or partnership, the bidder must complete the attached Ownership Disclosure Form. A completed Ownership Disclosure Form must be received prior to or accompanying the bid. Failure to do so will preclude the award of the contract.

Affirmative Action Section 4.4.1.3 of the Special Terms and Conditions: The bidder must complete the attached Affirmative Action Employee Information Report, or, in the alternative, supply either a New Jersey Affirmative Action Certificate or evidence that the bidder is operating under a Federally approved or sanctioned affirmative action program. The requirement is a precondition to entering into a valid and binding contract.

MacBride Principles Certification Section 4.4.1.3 of the Special Terms and Conditions: The bidder must complete the attached MacBride Principles Certification evidencing compliance with the MacBride Principles. Failure to do so may result in the award of the contract to another bidder.

Q2. Page 9 - RFP Citation: 3.1.1: Does DFD expect to send 600 NMSN's daily, one with every Income Withholding Notice? If not, what is the daily estimated volume?

Yes.

Q3. Does DFD expect the US Postage to be a passed through cost?

No.

Q4. Page 9 - RFP Citation: 3.1.3: Are there existing State systems that currently require secure data transfers for daily file exchange?

Yes.

Can the details of these technical solutions be provided as a model to bidders?

The vendor needs to install a FTP/SSL server at their site. OIS and OIT networking staff will be available to the vendor who wins the award to provide the information necessary to establish communication between State FTP/SSL servers and the vendors FTP/SSL server.

Does the State have a preferred file transfer method/software tools and protocol for data exchange?

Yes, FTP/SSL.

Q5. Page 10 - RFP Citation: 3.1.4: Could the state please estimate the volume of requests for Fax copies? Based on the States request for online and web access is it safe to assume that this volume will be very low?

Yes, faxing of the NMSN will be used only as a back-up when a worker can not access the imaging system, we anticipate requests for fax copies to be minimal.

Q6. Page 12 - RFP Citation: 3.2.4: With regard to contact with the custodial parent, is it correct to assume that contact attempt within one business day will be construed as satisfying this RFP requirement even in the event that such an attempt on the part of the Contractor proves unsuccessful.

Yes, however, if the attempt is unsuccessful, two additional attempts to contact the custodial parent by telephone on subsequent days are required. If all telephone attempts are unsuccessful, the contractor must follow up with a letter.

Is the vendor required to contact custodial parents as the NMSN moves through its various processing stages or only in the event insurance cannot be secured?

Circumstances may arise which warrant contractor communication with the custodial parent, such as choosing from various health insurance options. If communication is necessary in order to move the case along in the process, the contractor will be required to contact the custodial parent.

(pg.10/3.1.7) Is the vendor responsible for the publication of FamilyCare information packages?

No, they will be supplied by the State.

Q7. Page 12 - RFP Citation: 3.2.5: With regard to contact with the employer or plan administrator, is it correct to assume that contact attempt within one business day will be construed as satisfying this RFP requirement even in the event that such an attempt on the part of the Contractor proves unsuccessful.

The contractor is required to continue to reach out to the employer until successful contact is made and the information is provided. If the employer refuses to provide the information, the contractor must report this incident to the IV-D agency so that further action can be taken.

Q8. Page 13 - RFP Citation: 3.2.9 Upon what information is the 6000 call per week volume estimate based?

This estimate is based on call-center statistics of a state with a similar IV-D caseload size.

Q9. Page 18 - RFP Citation: 3.2.5 : Is the bidder correct to assume that the Outreach Plan will be required as a product deliverable and not part of the Contractor's proposal submission?

The Outreach Plan is a required part of the contractor's proposal submission.

Q10. Page 15 - RFP Citation: 3.3 As the successful Contactor's implementation and operations solution will be subject to HIPAA compliance: Is the bidder correct to assume that the State will provide consultation to assure that the Contractor properly applies all respective HIPAA statutes governing protected health information (PHI) for collecting and maintaining both NMSN and data processed for the MS Review & Adjustment Pilot Program?

The Department is not in a position to provide this support. It is the intent of the Department to notify, in the near future, all business partners that they are responsible for HIPAA compliance with regard to their business operation. DHS is not responsible to ensure their compliance nor are we required to monitor it.

If not, does the State intend to provide a CMS regional representative for resolving issues of data transfer and site operation associated with the Contractor's solution.

No. The State does not intend to provide a case manager for this function however, the state will assist the contractor to obtain the necessary information by acting as the liaison and facilitating contact with the appropriate entities.

Q11. Page 15 - RFP Citation: 3.3 Will the successful Contactor be required to submit a HIPAA transaction set compliance plan for approval to either the State or CMS regional office prior to implementation of NMSN operations?

Yes.

If so, will the Contractor be required to submit this plan during the ten week start-up phase?

Yes.

Can the Contractor expect reasonable accommodation in the event that the State or CMS regional office require technical alterations that either fall outside the technical scope of the RFP or directly impact the Contractor's work plan?

Yes.

Q12. Page 15 - RFP Citation: 3.3.2 Please explain the scope of the personal computer and Internet access required by the state. Can we have the response broken out by platform?

State staff in DHS and the Judiciary will be accessing the NMSN applications (servers) at the vendors site via the vendors point to point connections to the State Intranet using the IE browsers their Windows 95, 98, 2000, & XP personal computers. It is anticipate that 2,200 staff will need that access and the vendor should configure the system and the communication lines to handle a maximum concurrency rate of 100 state staff within any five minute period of time. In a controlled environment, all browser web pages and reports delivered via a web browser must be delivered to the users screen within five seconds given 100 people are seeking the same screen or report concurrently minimally using a Pentium IV PC with 256 megabytes of memory and operating at 2 GHz or better.

Q13. Page 15 - RFP Citation: 3.3.3 The contractor will be responsible for one day turn around time for errors received on the exception report. There could be employer and client dependencies on timeframes that could make compliance nearly impossible. Could the state please expand upon this requirement?

The Contractor is required to review the imaged document for accuracy or if necessary contact the appropriate entity or person within one day of receipt of an exception report.

Q14. Page 16 - RFP Citation: 3.3.8 Could the state give a estimate of how many State and county users will need access to the system.

Approximately 2,200 Workers will need access to the imaging system.

Q15. Page 17 - RFP Citation: 3.4.1: The RFP states "Electronic imaging shall be used for only Parts A and B of those NMSN's that are completed" For the purpose of initial scanning can the term "completed" mean returned for the employer?

Completed is defined as a Part A or B containing all the necessary information to process the case and determine that the child(ren) have been added to the non-custodial's health insurance policy or to determine that insurance is not available to the child(ren) through the employer.

Q16. Page 22 – RFP Citation 3.10: Since the range of tasks required servicing the pilot program portion of the RFP are relatively amorphous, would the State consider changing those cost items associated with the pilot products, i.e., minimally cost items 7 and 8, to a T&M based arrangement? Some of the subtasks included in the activity, such as the feasibility work and ACSES interface development, do lend themselves to fixed price performance. Others, such as follow up on cases where coverage diminishes or following up with involved "others" are open ended and would appear not to fit well under a fixed price rubric. The States desire to successfully execute these tasks might be better aligned with contractor performance through a T&M agreement.

No.

Page 22 - RFP Citation: 3.10.1

Q17. Page 22 – RFP Citation 3.10.1: Is a copy of the recently completed feasibility study, on the review and adjustment of medical support orders and CHIP collaboration, available?

Yes, a copy is provided as an attachment to this addendum.

Q18. Page 22 – RFP Citation 3.10.2 -Are the names of the specific counties that will be part of the pilot program available and can information be provided about the Hearing Days scheduling in these counties so that the staff logistics required to respond to the Hearings attendance can be better envisioned? i.e.will inter county schedule conflicts exist for the MSF? Or is it expected that each county will have an independent pilot period, one per quarter over the course of the year with the assessment and final report to be completed in the final quarter of the project?

At this time we have not chosen the counties that will be involved in the pilot project. On an average three to four days a week are scheduled hearing days.

Q19. Page 22 – RFP Citation 3.10.2 Is it anticipated that each of the 50,000+ county cases will require some level of review?

No. Cases where medical support is not an issue will not require review.

Q20. Page 25 RFP Citation 4.4.2 - We cannot properly analyze, or respond to, this requirement because the broken sentence renders the meaning unclear “At minimum, pr...”.

Below is the complete text of RFP for section 4.4.2.

The bidder should include details or samples of policies and procedures requested or required in the scope of work. At minimum:

Proposed or sample procedures for sending, processing, inputting and transferring NMSNs and related data. A detailed description of the method of documenting all contacts with employers, custodial and noncustodial parents and the outcome of the contacts.

A detailed procedure for accommodating the person seeking information who is unable to call contractor personnel between 8 a.m. and 8 p.m.

The plan and procedures that will be used to accommodate individuals that speak foreign languages. Include a listing of all languages accommodated and the methods to be used.

Proposed methods to be used to ensure the confidentiality of all the information released to the contractor for the purposes of operating this program.

Identify the procedures including frequency for updating the Employer Health Insurance Information system .

A description of the method to be used for the retrieval of NMSNs including a description of any limitations to the procedure.

Q21. The RFP requires plans and procedures to accommodate foreign languages plus a list of languages accommodated (pg25, 4.4.2, par 5). Section 3.17 looks like it says that the languages suggested by the vendor must be found acceptable by the State. Will the State provide a minimum set of languages that they find acceptable in order to level the playing field from a price perspective.

The contractor is required to have the capability to accommodate anyone we serve no matter what language the individual speaks. There are companies that provide translation services and may be used by the contractor.

Additional Question asked at the Bidder's Conference

Q1. If the contractor has an imaging operation within a 10 mile radius of the IV-D Office and uses proprietary software, can the same software be used for the NMSN and does the State have to own it?

The software may be used and in accordance with federal regulations at 45 C.F.R. 95.617, it is required that the State own the software.

**REQUEST FOR PROPOSAL (RFP)
FOR NATIONAL MEDICAL SUPPORT NOTICE PROCESSING
RFP # 2002-X-35029**

**Mandatory Prebid Conference Attendees
January 14, 2003**

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